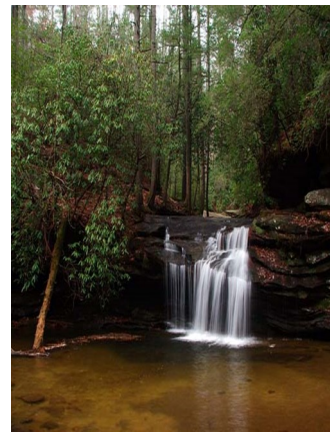


SOVA OUTREACH ADVOCATE EXCHANGE

South Carolina Department of Administration
State Office of Victim Assistance

www.sova.sc.gov



SOVA Outreach Provided

Five trainings were conducted by SOVA Outreach during the First Quarter. The coordinator provided basic information regarding South Carolina Crime Victims' Compensation to approximately 150 participants. The coordinator also set up and monitored several SOVA displays for career fairs and events during the quarter, and educated hundreds on SOVA services that

are available for eligible crime victims.

During these events, the outreach coordinator is able to network with other agencies and participants to provide beneficial information related to crime victim's compensation in South Carolina.

The outreach coordinator conducted a programmatic site visit with the Fourth Judicial Circuit Solicitor's Office in the First Quarter. The coordinator met

with the administrator and all advocates providing support and advocacy to victims in the program. During the site visit detailed information was provided to the coordinator showing the circuit works collaboratively and networks with other circuits to provide the best quality of services to victims.

The site visit was very successful!

Networking Agencies

The South Carolina Law Enforcement Victim Advocate Association (SCLEVA) will hold its Annual Fall Training Conference Oct. 24-28, 2016 in Myrtle Beach. The 2016 Annual South Carolina Victim Assistance Advanced Academy will also be held Oct. 26-27, 2016 in Myrtle Beach. SOVA has partnered with

the SCLEVA for meeting space for this years' academy. Additionally, the Assistant City Attorney's Office for Myrtle Beach Victim Advocates will aid SOVA and serve as core faculty.

Approved participants will have two full days to network and be trained on unique services to crime vic-

tims. All participants of the academy will benefit from this wonderful opportunity.

Please make plans to apply for the South Carolina Advanced Academy in 2017.

Did you know?

National Domestic Violence Awareness Month is recognized in Oct.

Oct. is National Breast Cancer Awareness Month.

World Diabetes Day is always recognized on Oct. 14.

Alzheimer's Awareness Month is recognized in Nov.

World Aids Day is recognized on Dec.1, 2016.

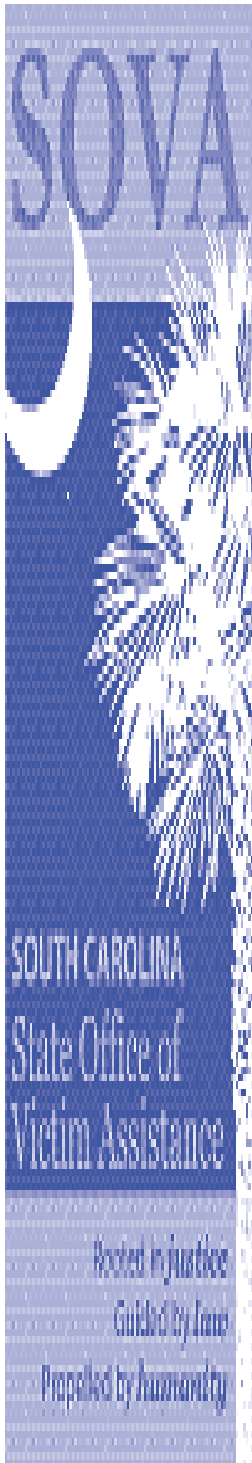
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Upcoming Holidays:

Veterans Day Nov. 11
Thanksgiving Nov. 24
Christmas Dec. 25
New Years Day Jan. 1





Customer service is not a Department, it's everyone's job.

-Anonymous

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SOVA and Quality Assurance

SOVA's Quality Assurance (QA) Section is the first point of contact for SOVA's Electronic Document Management System (EDMS) workflow for the claims database. Throughout the EDMS workflow process, confidentiality is ensured for all victims' claims. The QA section also handles minor computer issues, resets passwords, manages the letter process for the Intranet Quorum (IQ) database and provides statistical claims and financial related reports as needed.

QA is the link between SOVA and the Department of Administration's Human Resource Department. The QA manager is responsible for personnel documents such as postings for vacant positions, the Universal Employee Performance Management System process, and distributing updated news from Human Resource to staff.

The manager also coordinates special services and projects for crime victims. Some of those special projects and services are negotiation of crime victims' bills, pre-authorization of compensable services and pilot projects.

Negotiations of crime related bills are conducted on a case by case basis and are handled directly with providers by SOVA. The provider accepts SOVA's payment as payment in full and does not "balance bill" the victim. As noted above, only SOVA can make the determination on whether the case can be negotiated.

Pre-Authorization is another service offered to victims and is also only conducted by SOVA on a case by case basis. Pre-authorizing services allows the victim to

receive, among other things, compensable medical and dental services, durable medical equipment and medication. This eliminates any out-of-pocket obligations incurred by the victim for medical services or treatment. SOVA pays the provider for compensable services after the victim receives the service.

The QA manager coordinates special pilot projects such as the Human Immune Deficiency Virus Non-Occupational Post Exposure Prophylaxis (HIV/NPEP) and standardized follow-up treatment for victims of sexual assault.

SOVA focuses on the mission to improve services to crime victims and strives to ensure victims' needs are met.

Community Involvement

Victims' Rights Week (VRW) Committee meetings have been scheduled for the anticipated 2017 VRW. The first committee meeting was held in September to begin preparation for another successful year to promote training, networking, collaboration and to allow victims a place to share their experiences with

other victims.

In the First Quarter the State Office of Victim Assistance provided training to numerous agencies (including overviews) across the state and trained more than 200 victim service providers.

Currently, SOVA is focusing on contacting school districts in the state to

schedule and conduct trainings for administrative staff within the various districts regarding crime victims' compensation.

Are you interested in scheduling a SOVA Training? If so, please contact the State Office of Victim Assistance at 803.-734-1704.